

ASR FAQs – Agency Questions

1. What should the user do when the report he/she executes times out?
This occurs when the report is too large to open on the desktop. The user should re-run the report, selecting the “Run to Library” button. When the report is done, it will display in the library.
2. User is trying to execute a MTS report but the MTS report does not display in the MTS tab. Does this mean the report is missing or there are issues?
No, not all MTS reports are stored under the MTS tab. They can display in any of the other tabs such as Amounts, Balances and the Admin.

If a common report does not appear on any tab, access to the report may be restricted. Contact the Bureau of the Fiscal Service to discuss gaining access to the report through ASR or receiving the report via e-mail.
3. When will a regularly scheduled report I receive run next?
Users can click the Schedule icon for a report to see the Next Scheduled Run date and time for any report.
4. The Next Scheduled Run for a report I receive lists a time with no date. In parenthesis it says “following month-end closing”. When will this report run?
The report will run at the time listed after the Monthly Treasury Statement has been published and released to the public.
5. How do I receive notifications of any inactive or suspended accounts at my agency?
Signing up for ASR with the user role of Agency Account Administrator will allow you to receive notifications when reports are run that identify inactive or suspended accounts belonging to your agency. The list of accounts will be sent to the e-mail address listed on your CARS user profile.
6. Why do some reports have a parameter of “Owned by Agency” and others have a parameter of “Agency Responsible For”?
Reports with the “Owned by Agency” parameter are limited based on the agency identifier listed in the AID field of the account. Reports with the “Agency Responsible For” parameter are limited based on the agency identifier listed in the ATA field of the account. If no agency identifier is listed in the ATA field, the agency identifier listed in the AID field will be used.

7. When I run a report in Excel format, Excel gives me a message saying the file I am trying to open is in a different format than specified by the file extension. It also says I should verify the file is not corrupt and from a trusted source. Is it okay to open this file or should I cancel?

It is okay to open the file by answering 'Yes' to the message. This occurs due to the transfer from the web to Excel.